

Question 31. Please describe the situation: (In response to Question 30. "Have you been discouraged or pressured in any way to not discuss problems with the Edison HCM component?")

1. Lola Potter being listed as an "official representative", then stating on television that "all problems with the Edison system are related to people not wanting to learn". That is utterly preposterous. I am a Power User for my department and I put in more effort learning it and helping others than nearly anyone else. And yet people in my department have still had problems. No one has missed a paycheck yet, but there have been many issues with exceptions (leave, especially) remaining even after a run of the HCSM program. There were also many issues with the setup of approvals and "supervisor" mapping. Thanks to the efforts of our assistant director logging in on weekends, all of our people have continued to get paid. That should not have been necessary.
2. I mentioned problems to the Commissioner during his Christmas rounds to our office--his body language was not good and he said that out of all the people in the department, I was only the second person to complain about Edison--I got the message loud and clear that he did not want to hear anything negative about Edison.
3. I was having a problem w/the "Sandbox" feature and was going to contact Edison and I was told not to.
4. We were told to deal with it. It is the program the state is using and to learn to like it. Told that our complaints were only whining about a new system.
5. The general attitude from people outside of my immediate office is that anyone who experiences problems is at fault. Some are even quoted in local papers referring to "old dogs" who need to adapt. No one seems interested in looking at the system itself or trying to fix it.
6. We were told not to talk negatively about Edison as a whole, not just one component of it.
7. It has been made clear we are not to "bad mouth" the Edison system as this is what we have and MUST move forward. When discussing the system with other agencies we are not allowed to say anything negative. It is a clear understanding to not speak to the Media about it.
8. have been told not to send Emails anymore regarding problems. Also have been told "not to worry about it - - it will be fixed when they get around to it" about problems
9. when you are off you have to come in to enter time and if you are off unexpected and it not approved by supervisor which is not in office but 1 day a week you will have exceptions
10. TOLD TO STAY POSITIVE AND NOT COMPLAIN.
11. Comments about Edison were only to be targeted to one person in the office. That person would then contact another person.
12. If I complain or make a comment about Edison, I hear "this is how it is, there is nothing we can do about it".
13. just told this is the way things are and do it

Employee Survey

14. comp time was paid to me in cash. I want comp time paid in comp time. I stil am unsure about the accuracy of the comp time records that I have entered.
15. We have been encouraged to not complain about edison.
16. Employees were told that in initial training/ orientation about the coming changes that they should get on board or get out. It may have been in jest but it came across as dead serious.
17. I have been advised that it is pointless to complain. The descision was made to implement and use Edison, regardless of what we thought.
18. I was told directly to not contact anyone involved in Edison, whether they worked for ERP or were in my own agency. No one should be contacted except our "Power Users", who really are not power users at all, and I have come to find out since then that none of my comments/complaints made it anywhere.
19. Inference was clear. Do not discuss issues which detract from Edison's capabiltities.
20. Prussure by admin. to just accept issues.
21. Many have said we just have to live with it. The state was stupid enough to pay \$120 million for this worthless program so we're stuck with it.
22. edison is much worse. we do twice as much work
23. Told not to comment or "complain" to outsiders during work hours.
24. Monthly pay will be switched to bi monthly. This causes a serious financial strain for employees when this occurs. It is not our fault the system will not comply with our pay period, yet we are the ones who will suffer. Losing 2 weeks of pay during the implementation is ridiculus.
25. Most people (in management)are familiar with the problems with Edison and usually dont want to hear about it.
26. This system is a hugh headache and does not serve the purpose that it should. The old system had its flaws; however, it was MUCH BETTER than the Edison. Edison is a waste of tax payers' money!
27. You just don't want to accept change and old dogs don't like new tricks comments tend to keep people from saying anything.
28. Told from on high whenever discussion begins that Edison is here to stay so get over it
29. We love edison
30. NO QUESTIONING OF THE SYSTEM HAS BEEN PERMITTED, THE BEAT DOWN WAS IN A GROUP SETTING
31. Initially advised to not reference that the system was not working during training and after implementation.
32. While no one has directly said "don't discuss this" there has been more than casual "cheerleading" for the efficiency of the system. It would not be well received if you said "Edison is producing 3 times the work of the old system".

Employee Survey

33. Was told that Edison is always correct not matter what
34. I was told not to bring it up because it was the governor's pet project.
35. I informed to call the payroll office to explain why my annual & Sick leave is different on paycheck then the actual real amount of leave.
36. Does no good to complain - nothing ever changes
37. Initially we were advised not to discuss problems with anyone other than our personnel representative or Edison power-user.
38. First pay period had staff that either received check late or not at all...discussed this with HR person on conference call with higher management...HR person became angry..later called my manager and told her that he did not appreciate me pointing out the problems with the system...I have had no contact with him since that date of 9-08...Feel like I cannot contact HR Office in my department because of this
39. Basically we're told that there's nothing we can do about the system
40. always told 'they're working on it' and will ask for input when they have time - 'who are they' - we have absolutely no idea of whom to contact and you can contact individuals all the way to the top and no one knows the answer.
41. When entries were not correct I was told to just try again at a later time. After a while, I just gave up on entry of travel reimbursement and will just pay my own way.
42. Have been told not to voice my opinion about it cause the state spent alot of money on it and we need to be positive about it.
43. just hearsay that if I should talk to the press about the frustration and failure of this system, that my job could be in jeopardy. i just keep quiet, especially since I am low on the pole.
44. Complainers are considered "whiners" or "troublemakers", and are treated as if the problems are totally due to lack of knowledge on the complainers part
45. We have been told to contact internal staff only - to not contact Edison staff directly.
46. Told to not make negative comments about the Edison System by higher level management.
47. my supervisor told me to suck it up and stop complaining.
48. I and others were labeled as troublemakers for raising concerns before Go-Live. In a not so courteous manner, I was instructed by upper management of my agency to not say anything more about problems experienced during Edison testing about Edison or F&A.
49. Discouraged by the interview with the State employee regarding Edison calling us uncooperative and stupid and the lack of upper management's desire to listen to those of us with legimate complaints. The management spending so much money on a system while employees get no raises, increase in medical costs and loss of other employee benefits. There has been no information given to call Edison personnel to voice complaints.

Employee Survey

50. Told to discuss the issue only with supervisor chain of command. Not to generally be discussing the problems.
51. Staff in the region are in general discouraged to express opinions,ask questions, or make a comment.
52. We have been discouraged to bring up issues because it may point badly to our management desiosions. It appears that no rollout plan was developed and no integration of systems was considered.
53. have been told to accept the changes & adjust to the use of the program
54. I had an issue, contacted the help desk was told to contact hr in my dept. very poor service, contacted F&A directly as I was getting conflicting stories from help desk and hr...was called into office and told all communication needed to go through our head officer at my location and to not contact Nashville directly again
55. power users are told to put on a good face and be positive, even when the program was not oerating as it should and we were bombarded by employees who wereleft out of the loop about time admin not running as scheduled
56. Should not discuss the problems/issues of the code since Edison is political by manager and director.
57. Told to keep problems in house and only address within agency
58. It is worthlesss and not very well implemented from start up. training time was not long enough before going live.
59. I have basically heard that employees are to remain positive about Edison and not to complain.
60. Edison requires so very, very, very much more of my work hours weekly to enter simple data (about my subordinate employees) that was previously processed so much more quickly, easily, and accurately with the methods used prior to Edison. So many employees detest Edison as I do, but management seems to quietly discourage complaining about this sacred electronic system.
61. I have been instructed to only discuss Edison with two people
62. We have just been told not to complain about it, and to try to be positive, and that it will all work out eventually, etc, etc...
63. I could not find out who to contact to discuss my problem. Phone calls were not returned.
64. We have been told to support Edison because it is what the Governor wants.
65. I have attended many many of the workshops, "lessons learned" and meetings. When an issue has been brought up, we receive circular answers or are told repeatedly that it is an entry error. In fact, I have been told NUMEROUS times that "you didn't hit enter". I know for a fact that I have hit enter or that something was entered and it "just disappears". So why even try to bring up any problems when even in the meetings problems are admitted and that they are working on it. AND I am tired of hearing that it costs us money for every change we make- excuse me, but who planned this?

Employee Survey

66. edison people get mad when you discuss it with them.
67. We have been told not to say anything negative about this program because the Governor wants it and it is here to stay.
68. When the head of Edison states on TV news that "you can't teach old dogs new tricks," that says to me that there is no reason to discuss the problems with anyone.
69. Everything is an "End of discussion." Notices are posted in the the most rude and demeaning manner. Example: "All state employees, If you want to get paid you better have your time sheets in by ____" Or put in your time from home- end of discussion.
70. I was told that involving Nashville would only delay resolution, and things might never get fixed.
71. when you let someone know that you are having certain problems, i've been told it's not the systems fault. we are not doing the process correct or we are told it's being worked on and we have to give them time to adjust it. it seems, the problems are not corrected. it still continues.
72. I have been instructed / threatened to say that Edison is the best thing ever and all problems will clear themselves up as time goes by, give it time, but again, when one problem clears up, it causes another with more serious consequences and the same problems are there.
73. Supervisor has said that Edison is here to stay and doesn't want to hear about it.
74. I would rather not say.
75. On more than one occasion, told to be a team player and have to give the new system a chance. However, even the Edison employees have said that this system may work very well for some of the areas for which it is supposed to.
76. The system seems overwhelmed with undertrained staff and users. The power users don't have the 'power' to fix edison's innate flaws. We had a training last month (March) that would have been helpful prior to edison going live, but the training was too little, too late and I gained nothing from it.
77. I've been told to "not complain because we're stuck with it now".
78. Have been told that Nashville spent the Money on this system, with knowledge other states had tried it, and then rejected it. was told to live with problems and inconveniences
79. Leave balance was not correct but, was told to just except the amount in edisonThere is nothing that can be done. Told not to discuss issues with others.
80. management does not listen or act; and then does not want employees to discuss among themselves or complain
81. I have been told we cannot complain. Any issues have to be addressed through region.
82. Apparently the Edison "Help" line was overburdened with some many calls by other people and could not help us and we were asked to speak to someone within our own department that had "extensive" training to see if they understood the problem and could assist us.

Employee Survey

83. We have been advised several times to avoid engaging in discussion of issues that are a direct result of a failure with this program. specifically when it comes to payroll double deductions.
84. We should get used to Edison because it isn't going away. Told to be positive about Edison
85. problems can not be routed directly to an EDISON personnel, it is supposed to go to specific HR personnel who then JUST forward the emailed problem brought tot hem to an EDISON personnel. Nuisance excessive notifications and HCM issues who are mostly ignored and left unanswered and couple of times I was instructed to just IGNORE because it is just the way EDISON is and it is a minor issue....
86. been told to just do what they want to do the fix and not ask questions.
87. when you started edison it was this system and this system only. you had no input or could something be modified? separation of longevity pay
88. When I called payroll because I was shorted some pay I was told that I didn't want anyone looking further because they might find that I had been overpaid somewhere along the way. I took this as a threat.
89. not comfortable addressing
90. We were told the issues of not having access of our employees availble as requested by our time keeper, asst. time keeper and approvers would be solved by our HR division and that has not happened. When we ask we are told that until the problems Edison is having are solved no changes to the list of names we can access can be changed.
91. The message is not spoken. However when the media has interviewed FA staff about the program they have stated what a savings the edison system is and how much copying and paper has been saved. In addition, leadership has stated that the only reason the system doesn't work is because state employees are having a hard time adjusting to change. When that is the message broadcast by leadership to the media...the unstated message is be positive and give the appearance of yea it works like it should! WE love edison!!NOT
92. a supervisor stated as a supevisor I should not point out that there had been a change in the way ot etc was being calculated to subordinates
93. No comment.
94. WAS TOLD THAT THATS THE WAY THINGS ARE, AND TO GET OVER IT AND EDISON IS HERE SO GET USED TO IT
95. We are told we can NOT enter any information into Edison.
96. When I have a problem no one knows how to help and they don't want to hear about them. Very little pre training. I have been informed not to contact Edison staff.....
97. Discouraged when attending classes that do not pertain to my job AT ALL and wasting time in a class that I will never use and work that needs to get done is set on the back burner then rushed to finish it.
98. "Please keep negative comments regarding Edison to yourself. Be positive about Edison when dealing with employees".

Employee Survey

99. From a program standpoint, notification was placed on our website to inform participants of a particular issue concerning how Edison calculates certain payroll entries/deductions. The information contained the word Edison when referring to how calculations are different to the previous payroll system. We were asked to remove the Edison wording as the Edison staff member said it reflected negatively on Edison.
100. I was told to be supportive of the effort as this system is important to the State. In the beginning, complaints were frowned upon; however, over time everyone has come to realize the problems are real.
101. In six months, this is the first time we have been asked our opinion.
102. We were told to embrace this new system! By our Department!!
103. people say things like... "shh we don't about that here"...
104. Would rather not comment for fear of reprisal
105. We are sked not to complain about any issues in our department. This would be considered having a bad attitude.
106. I might lose my job.
107. People saying that Edison is not going away so there is no use complaining about it.
108. Agency personnel have been told not to publicly criticize the system.
109. Am told not to expect Edison to work, or issues to be addressed, because "that's the way the state is".
110. we have to contact people in our division and most of the time they can not help.
111. director told us not to say anything negative about Edison in public
112. when we ask why some part of edison if working the way it should we are told not to point finger. We have been told if asked by auditors if edison has double deducted or double refunded anyone the answer is NO.
113. we have been advised to not commit, and if we comment, laughs follow, with no real direction or assurance of problems being addressed. We have been told not to discuss outside the office with anyone, not even other employees. Which wouldn't matter, cause everyone seems lost and unsure of anything in EDISON
114. can't go into specifics. Too afraid to.
115. The same answer that these are start-up issues that will be resolved there is no need to discuss these problems.
116. I am a timekeeper for this facility and when an issue arrises and our superusers are contacted, they have no resolution for our problems, but refuse to contact other personnel or allow us to do so for the issue to be resolved.
117. I have been told to be positive and to not talk about Edison outside of work.
118. We have been told to be positive because edison is here to stay and there is no turning back.

Employee Survey

119. If anything arise or info needed to be knowed only a few will know and will not dicuss it with you and want you not to discuss it either.
120. when Edison started, we were flat told we couldnt contact Edison directly. We had to stay local in house. the only problem with that was no one in house knew much either. I was never trained in edison. My supervisor showed me what to do and i did it.
121. As new problems arose, I was told to just do what I was told to do!
122. No particular situation, but there's a constant reminder to talk positive about the system. Most state employees realize that you do need to be positive when changes like this are implemented.
123. Been told not to speak with the media or comment on news links.
124. When tring to get our problems resolved with our HR department we were told just to get used to it.
125. Rumors have been going around that if you complain you could get fired.
126. The spokesperson for F & A, Lola Potter, basically said it is because state employees are not smart enough to learn anything and we should be quiet and live with it.
127. Have been encouraged to go along with the system, that it is new and change is always difficult. It will be much better than the existing system.
128. you get the feeling that nobody cares your money is messed up and they don't want to hear about because it is suppose to be correct anyways.
129. Told specifically NOT to discuss.
130. Discouraged due to the fact that I believe this Edison if flawed beyond repair.
131. Nashville Staff directed employees not to be negative about the system even though we were struggling with Time and Labor.
132. What is the point in discussing problems. There was no input or planning around how our time keeping worked. It is what it is at this point.
133. was told do not contact edison because they are working on problems and are too busy.
134. best not to discuss it or anger any superiors
135. No Comment!
136. no comment
137. As a manager, I have been instructed to speak positively regarding the system and to not discuss problems.
138. Human resources has made comment that my problems are unique and should not be discussed with other office poersonell
139. We have been discouraged to comment on the Edison system and leave this task up to our spokesperson for the department.
140. I have had difficulty accessing the system due to my password not working and it has been changed numerous times by the help number.

Employee Survey

141. People receiving the longevity that should'nt received it and People who didn't received the holiday pay and had to wait two weeks to for there money.
142. This change has been implemented, we now need to look forward and work with it. Griping about it does not resolve anything.
143. I was told that we had to put a "good face" on Edison even though it had failed in many other places, since so much money had been spent and the top people who brought Edison in would never turn back and admit the system was not meant for a large state government. I was told, in no uncertain terms, to not share my knowledge or feelings about Edison with other employees.
144. It is encouraged that we not discuss the payroll issues that we have in our office. Instead most of us do not know when something happens until after it is done.
145. General impression is it will not do any good to complain.
146. don't complain "this is the system and will not change"
147. I was discussing with a superintendent that a task which once took me around 20-25 minutes to complete now takes an hour or better in the Edison (employee performance review set-up, and some of the functions do not work yet). He agreed completely and had done his own time-study with a different task and the results were very discouraging but he said we shouldn't complain to anyone outside government because the State had put so much money towards Edison and State government did not want to appear foolish to the state tax payers (again).
148. From various comments that have been heard and that appear in the newspapers, one gets the impression that F&A do not want any negative comments ago Edison to be made public
149. Always told it will get better, all the bugs will get worked out, but never get any answers. Locala HR office never has the answers. Was told that it would save time and paperwork, but has created more work, takes longer and paperwork is unreal
150. Discuss the problems? There isn't a "component" of the system that there isn't a problem with if one isn't computer literate and proficient. There isnt anything to discuss. It's take it or leave it.
151. I've been told that my Edison contact is resolving the issues and they will soon be addressed and to leave it alone. It has been months and the issues still have not been properly addressed.
152. I am a positive person.I feel that we have been encourage to be positive regarding Edison. This has been really hard at times. It has been more difficult to perform your duties. In the past,you would spend a few hours regarding payroll and being sure that the employees would be paid correctly the next pay day. Now it is every day that you must be involved. You don't get the reports that you need to do your job. The system does not always run to update the information and you wait. Sometimes you must reenter information.
153. DEAL WITH IT

Employee Survey

154. Do not put negative notes in Edison, do not discuss double deductions for ins. Billing issues are not controlled. EE getting dropped from health ins. even though premiums had been paid. Not getting refunds back to EE in a timely manner.
155. Told not to bother HR. They were too busy and having to work weekends and since they were doing a wonderful job, leave them alone.
156. Discussion is a waste of time. Edison is here, and we'll have to live with it even though the quality of that life has been decreased.
157. We're supposed to be "team players" and not badmouth the Governor's "special project"
158. It is here to stay will have to work through any issues that arise.
159. We have been told that Edison is pushed from the TOP and we would make it work. We should all be happy and let our employees think Edison is an improvement. If Edison is an improvement over what we had it should be showing up by now, but it is just as confusing and when you ask why do we do things the answer is because we must conform to the Edison WAY!
160. If our time keeper forgets something in her paperwork, she tells you to suck it up, then Edison and her paperwork do not match, or if you forgot something and notice it be paperwork submitted she does not want to correct hers.
161. Instructed not to discuss Edison issues nor the system with anyone who is not directly connected to the project.
162. Told not to let vendors know about delay in their payments after the Edison go live date. That was 1 month ago and payments have still not been made to the majority of program vendors.
163. Employees are afraid to complain about Edison because they cannot admit there are inherent time-consuming problems.
164. I have been told this is the new system; we all must and will use it; and we should all have a good attitude about using it. The implication is that if there is not a good attitude about the system, there will be punitive action.
165. Discouraged that any input low-level workers have would probably be completely ignored.
166. Edison is the new sacred cow of State systems; the other states with problems that sued Edison had similar issues.
167. Not to repeat negative statements or voice concerns
168. We have not been able to get a clear answer to questions
169. I stated to a supervisor that I was very upset about problems with the program and about the threatening emails we were receiving and his statement was "get used to it because that is the way it is going to be. NCO is having to send out those emails for people who think they have a choice in this matter".
170. Any time I have been around people who work directly with Edison, I have been told that it is a wonderful system and it has been insinuated that the problems are user errors and not caused by the system itself and that to blame the system itself is not acceptable.

Employee Survey

- 171. If you discuss the problems people get mad.
- 172. The issue I have with Edison is that it does not update annual and sick leave on a daily or weekly basis. It only updates once a month and that is not accurate or efficient enough.
- 173. no comment
- 174. we were told not to discuss any edison issues with customers
- 175. Before going to a meeting, we were told not to "bash" Edison at a meeting as it was "hear to stay". Was told by a supervisor that anyone bad mouthing Edison would be fired.
- 176. "there is nothing we can do" the management said "just because you do not like CHANGE"
- 177. If I ask why, I'm told just do it because that's the way the system is.
- 178. My boss still requires paperwork, so it doubles the time I spend away from "real work."
- 179. seems everyone is just as frustrated and complaints fall on deaf ears
- 180. F&A Just pay
- 181. In the beginning there were a lot of questions because of lack of proper training, and people were almost scolded for asking questions.
- 182. When the administration tells the Nashville Tennessean that the problems with Edison are the result of disgruntled employees it's hard not to be discouraged.
- 183. Great I'm in trouble now...Pfft
- 184. advised to go through my own department and not Edison
- 185. I felt like my HR supervisor did not want me to attempt to do anything to resolve my issue. I had to ask 3 times to get a phone number.
- 186. I think the way i feel is we have to use this system and that's it.
- 187. Told not to discuss outside of the normal management chain of command.
- 188. We're just asked not to discuss our dislike of an inefficient system with the general staff population or anyone from the outside.
- 189. Training for and with this system has been poor at best, yet I've been referred back to the training system to resolve issues which later were resolved by our super-user. Frustrations with edison abound and spill over to others who didn't cause the problems.
- 190. Departmental leadership indicates that the system is here to stay - so deal with it.
- 191. Do not speak negative thoughts about program
- 192. We were just told to not discuss the problems or blame edison.
- 193. I don't dare for fear of losing my job.
- 194. Standard reply It works
- 195. Don't feel comfortable.
- 196. at the yearly in-service of my duties, some edison superusers came to speak at the class, they advised upfront that they would be taking complaints and would only be talking

Employee Survey

- about certain issues. so in other words, the were telling us what we were "doing wrong" and we could not speak about those issues.
197. Other than this survey no one has bothered to get input from the agency. We were ask to do reports but with little or no explanation of what the reports would do or the inpact they would have once Edison went live.
198. Don't talk to media
199. Told it is here and to get over it
200. We are to always remain positive and act as though nothing was wrong when working 6/7 days a wk and late most days to try to answer angry callers who's insurance had been canceled for no apparent reason. Week after week the same people had a term or hold put on them and no one knew why. You would fix them this Monday and next week it would be the same problem. This was not just a few but hundreds and hundreds with no medicine or doctors priviledges. People have sent in big payments because we sent letters telling them they were past due and we were canceling them then we hit their bank account for the money or pulled it from their retirement checks. Then they can not get a refund. Six months and the first few refunds have just started trickling out.
201. since we have nothing but negative thoughts on this off the shelf system that at least 3 states have abandoned for obvious reasons...we have been told to back off the negative talk some
202. It just seems like whatever the problem is that is how it works under Edison
203. Longevity pay lumped in w/ regular payroll and taxed at a highr rate, just accept it
204. Told not to talk about problems with anyone.
205. Management says that no other choices can be made and that we must accept it.
206. no further comment
207. Get on board or find another job
208. The general consensus is that Edison is here to stay & there is no point in complaining.
209. we wre told that edison was here to stay and that there was nothing we could do about it and that some comments could result in disciplinary action.
210. Just told not to talk about it. It'll be fixed. Just learn the system because soon we'll have to do our time ourselves.
211. Assistant Commissioner has sent threatening e-mails to employees when it was the system that was not running properly.
212. people cant tell you much to fix the problem so you are just sitting on your hands
213. I have to get a password every time I try to log in.
214. When it was brought on board, we were encouraged to get behind it and not complain.
215. "Do not complain about Edison! It is not going away!"
216. No comment

Employee Survey

- 217. As stated above, management was not concerned with my issues. I received a response that did not make sense.
- 218. The most upper level management forcing implementation of the system refuses to acknowledge problems with the system.
- 219. When I contacted Nashville about problem with pay, I was told this system was forced on them and we didn't have a choice and we would make it work.
- 220. Previous supervision wanted only positive comments about any aspect of employment, not just Edison.
- 221. To describe the situation and nature of how I have been discouraged or pressured would reveal my position and role in the function and operation of the HCM system. However, Loyalty was a recent subject in a division meeting and it was very clear that we were being instructed not to discuss the problems we were facing, even within the division.
- 222. No comment
- 223. The interview that an upper level person gave concerning Edison to a local television station was very discouraging to me. I felt like I should no longer even mention any issues that were occurring, because people in charge did not really care about the actual performance problems.
- 224. If you talk bad about the problems with the new system you are seen as stagnant, not progressive, not interested in technology. Comments have been made statewide about old dogs not wanting to learn new tricks.
- 225. To clarify, I have not been told by authority figures not to discuss problems. It has been mentioned to me by peers that I shouldn't mention problems because it was a very favorable program to "high-ups". This is only innuendo at this point, so I wanted to clarify that.
- 226. Assistant commissioner has told the department that Edison does not have any problems, and we should not say that it does.
- 227. When I have had questions hard to get answer from my supervisor, I had no training on Edison at all in any of it.
- 228. That there is no use in bringing up negative comments due to the people hearing the comments are the ones responsible for Edison.
- 229. unable to do so as it will identify people
- 230. My unit was instructed by our Director that basically we would not say anything bad about the system.
- 231. The amount of time spent keying in data reduces the amount of time administrative staff has to perform normal duties, such as filing. Not that they were filing to begin with as some of the reports I have put away are over three years old. That means the State is now using Pay Grade 29 personnel to do Clerical work. When questioned, management responds basically "File or else".
- 232. Our complaints are washed over - even on TV it was said that those who complained were resistant to change which is not true.

Employee Survey

- 233. Just do your job and work with it.
- 234. We were told not to down Edison in any way so don't bring up any problems to anyone other than your supervisor. Discussing problems that have occurred is not putting Edison down, only identifying a need for revisions to the system. This is childish.
- 235. While in a training class the group was told that this was their "baby" and no one wants their baby to be talked bad about.
- 236. regarding my long paycheck, i spoke with the person that key in our time and she did not know who to contact. edison program had just started.
- 237. We have been instructed to be positive, always positive.
- 238. Human Resources Analyst 3 continously told me errors were my fault instead of just acknowleging something else was wrong. Also was very confusing in explaining how to resolve problems/training.
- 239. W-4 information entered inaccurately, adn it took some time to resolve, thereby "discouraging" from seeking assistance in the future.
- 240. Upper management have stated they like the system. This is discouraging.
- 241. We were asked to stop speaking critically of Edison and accept that changes are inevitable.
- 242. Told it would not do any good. We will just have to "deal" with it.
- 243. Not by any person but there is an implied code. When you see those in upper management not say anything when there are obvious system errors and when those in F&A are reporting the success of Edison when there are obvious system problems and they even down play the problems that exist in Edison it makes one wonder if there is a cover up and if there is a cover up then to say something to the contrary of what the Edison team reports would make you a trouble maker
- 244. Management has indicated not to discuss Edison.
- 245. !@#\$\$%
- 246. We have all been told not to voice any problems with Edison.
- 247. would rather not due to possible repercussions
- 248. Told to not make waves. The State spent a lot of money on system and no matter what it is going to work.
- 249. Do not complain, it is not going away.
- 250. More or less told to "wait and see."
- 251. It has been implied that employees are not to publicly discuss problems with the Edison system.
- 252. no one to talk to about time
- 253. the hospital supervisor
- 254. the standard response is,"We're all in learning mode. It will get easier"

Employee Survey

- 255. When I attempted to get answers and even voice a complaint via e-mail to a person in Nashville, I was called into the Warden's office and told not to send any more e-mails. This was done as a chastisement and order in such manner that I understood that any more such questions or complaints would result in disciplinary action.
- 256. When I told my previous supervisor about not being able to approve employees time and attendance, I was not to say anything bad about the system.
- 257. I've been told I'll have to adjust since Edison won't change.
- 258. Have had an issue with my comp time and leave. It seems from my supervisor to the BOPP Director do not wish to address the issues. They say so long as you get paid be happy and just flex out the time I lost to due to some error.
- 259. We are told that we LOVE Edison and not to complain!
- 260. can't say how goofed up it is sometimes cause noone wants to admit that the system does not work properly when you can't even depend on a payroll register to see if employees are getting paid right.
- 261. seperate pay (checks) for longevity and regular pay.
- 262. At in-service training, we were told to avoid complaining about Edison to the persons who were discussing Edison issues in a class.
- 263. Supervisor has indicated that negative comments concerning Edison issues will directly influence performance evaluation.
- 264. We were told that it was Governor Bredesen's baby and it was here to stay.... To keep our mouths shut....
- 265. After contacting the person that does my time several times because she was not fixing or answering me back, I was told not to email the person about the issue, I have to go through my supervisor.
- 266. Boss says have positive attitude since we are stuck with it now.
- 267. no one seems to know anything
- 268. WAS TOLD THE STATE WAS "WORKING OUT THE KINKS" OR "IT HTE NEW SYSTEM AND WE HAVE TO USE IT, NO CHOICE"
- 269. Was told after I called for some help with Edison, I was asking why to a question I had, and there responce was, " that's Just the way it is" I should not complain about it, I was lucky to have a job.
- 270. We are told to say we love Edison.....Why???? False statement!
- 271. Told that losing 2 weeks pay can't be helped, and to shut up about it.
- 272. You are not to help other people that are having problems, because it is so personnel.
- 273. We are told to tell what you want to hear. If you say it cannot be done then you are not a team player, so just lie. It has become groupthink, not reality.
- 274. Discouraged because I ffigure nothing would be done anyway.

Employee Survey

- 275. most know less than I do,only had 5min.traing on how to pull up system have no idea what I'm looking at or how to change anything that is incorrect without messing it up.
- 276. Not allowed to say anything negative about system. If someone says they are having a problem with something and you know others are having the same issue you are not to inform them of this. Make it seem like they are the only one.
- 277. All I can say is that when the same problems arise time after time, all I get from support staff is a sigh. That is litterally all they can do for me because of larger problems above them.
- 278. The response is uniformly , that is the way it is
- 279. In my place of employment it is generally discouraged to talk about any problems with Edison due to the fact that it is believed that there is nothing that can be done about the problems that do occur.
- 280. no resolve to any problems--no person to ask
- 281. issues with time reporting and leave balances
- 282. Senior management sent a memo saying that we should stop complaining about Edison.
- 283. Told not to discuss
- 284. They tell us not to E-mail people and to wait for the problem to go away.
- 285. Only that this is the system that we have and that is the way it is.
- 286. Get use to it.
- 287. I was notified by management that by showing my displeasure with how the system functioned that I might be branded as a trouble maker or someone who is against progress and could be set up to take the fall for issues that should have been resolved or reported prior to Edison coming online.
- 288. I CANT UNDERSTAND MY CHECK
- 289. Remarks of possible disciplinary action when initially implemented for those struggling to use. We had NO hands on training.
- 290. I WAS TOLD NOT TO SAY ANY THING BAD A BOUT EDISON TOO ANYONE IN AUTHORITY.
- 291. Are you kidding....?
- 292. We have been told it does no good to complain. It is what it is and we have to live with it so tough it out.
- 293. It has been implied that we get on board or look for another job.
- 294. I have a hard time getting Edison to work right, and often have to find a secretary to help me.
- 295. Discuss what...the fact that I am not being given compensatory time when I should be?

Employee Survey

- 296. Receive emails telling us to call them and then they get mad. Further they do not respond to many emails either. We also have been told not to call them. And some people have been reported to their Managers as causing trouble. Edison support, "What support"
- 297. Managers have been directed to be positive about the system and encouraging to their subordinates.
- 298. entered time disappears.....answer is to re-enter the time.
- 299. I asked about why 12 hrs was not keyed in....was told "Edison fixes it" everything's ok.....but it wasn't.
- 300. When my correct time is put in the super changes it
- 301. NO ONE IN AGENCY WANTS TO HEAR IT
- 302. To paraphrase a state spokesperson, 'The only complaints are from people who don't want to do anything new'. Does that mean if you have a problem, it's only because you're not willing to change??
- 303. Supervisors, have stated to keep your mouth shut about Edison or anything else
- 304. Been told that this was a multi-million dollar system, and there were to be no complaints, that we needed to adjust.
- 305. I've been told IT and HR staff that the Governor and senior staff are committed to making this system work regardless of our concerns, even though no state or company has successfully implemented the Edison system. So, I took this as discouragement but not direct oppression.
- 306. The problem I have with the system is I don't have the spare time to enter the information. It takes away valuable time I need to get my work done. Especially since there is no overtime allowed.
- 307. The consistent comment has been, "it is a learning process" or "it is a user problem not an Edison problem". The responses do not imply any consideration of a system problem, only a user problem.
- 308. was advised that should be "positive"
- 309. From the Senior Director level, I have been told to be careful what you say about Edison and especially anything negative.
- 310. Trying to approve time or get the correct direct report employees to display under your control group. The response was "Edison is still a new system and everyone has problems. Wait awhile and see if it gets corrected later."
- 311. My boss indicated we don't need to dump on the system, that everything would work itself out.
- 312. Since the Edison system hasn't been giving some employees their shift diff, each payday I have to do supplementals on 50 people and compute their shift diff that they should have been paid. When this was reported to Nashville I was informed that it was not a priority. If our employees aren't getting paid their correct pay check it IS a priority.

Employee Survey

- 313. There is nothing good about this system but we are not suppose to speak to anyone outside of the state agencies about the problems.
- 314. management did not prepare us for the travel and expense reimbursement center or provide enough hands on training filling out the request forms
- 315. I can discuss my concerns with my immediated supervisor, but discouraged somewhat to discuss issues with regional and upper management.
- 316. The amount of time it takes to enter employees leave has gone from 2 days to 7 days a month. Weekly keying in payable time then mid weekl if the pay period ends before Friday. Then approving leave requests and the payable time is a daily duty to enter on Edison.
- 317. Agency personnel are NOT allowed to call our "Edison Ace", F&A or Edison project personnel for ANY REASON. This is agency policy.
- 318. told this is the way its going to be deal with it
- 319. Previous department (General Services)requested they be notified if any one was talking negative about the new system. Any negative comments were shut down by upper management. Interesting roll out plan from upper management.one of the supposed training classes (Change Management) was focused on detailing the steps to take and reporiting people who talked negativea bout the new system. Outspoken people have received pressure from management to keep quiet.
- 320. Told to work with our HR Dept and they would handle thru Edison.
- 321. We have been told that this is the way it is and we must live with it. The system is cumbersome, tasks are repetitive and time-comsuming. Leave must be approved weekly and at the end of a pay period which results in as many as 6 timesheets a pay period.
- 322. was instructed to tell anyone that it is a great program and to support it, even though it has serious problems and it appears has failed in other states.
- 323. every time you have a question, you are told not worry about it because we still are doing the old paper trail so you will get paid
- 324. discouraged because the information was not presented when looked up (beneficiaries info)
- 325. As a supervisor, I have been asked to smooth over the problems in discussions with employees
- 326. We know the individuals who are our edison power users are already overwhelmed with work, so the idea of adding more to their load by inundating them with more and more things to worry about is definitely a deterrent.
- 327. We are always told that it will be tyaken care of once everyone is familiar with the system.
- 328. In Edison meetings with DOHR/Edison managers questions can't be answered effectively. For the first year the standard answer was "That has not been determined to date." Now after a year we get "Yes we know, we're working on that." We never and I stress never are told what specifically goes wrong when we experience multiple system

Employee Survey

- failure issues. If we were briefed on the cause of the problems we (HR Staff) could assist in detecting and reporting trends, casualty analysis, etc.
329. I have been told to be patient, not complain, that eventually it will work out and be less difficult.
330. HAVE EMPLOYEES LISTED NOT UNDER MY CONTROL.
331. Discouraged due to remark by F&A that it the problems are user errors not computer errors.
332. When asking questions at group meetings (of large numbers of employees in the TN Room at the TN Tower, mostly) held by Edison module leads, module leads sometimes do not want to answer questions. They will say that they do not have the answer or that they will talk to you about your problem individually, but they do not follow up or provide a way to contact them.
333. Was told that everything was working fine
334. I feel that because there were so many wide spread issues with Edison that my issue of having to use my annual days for surgery and recovery time were considered to be of little importance. I was pressured to accept this as "there was nothing else to be done" and to "be happy that I had annual days to take or I could have not been paid for being out for knee surgery". This was and is totally the wrong response for legitimate use of my sick time benefits that I had already earned.
335. When I asked when the correction would be posted, I was told there was no time table available and not to be concerned. But I am concerned because I think the correction should already been posted on my paycheck stub.
336. We were told it is not going to change so get happy.
337. Told there was no option. Get over it. Call Nashville-Seems as if timeclocks used in majority of work areas would be more effective.
338. i went to gary stockton about the problem, saying my hourly pay was in-correct, and if i work overtime i wouldbe getting paid what was on edison, instead of what i actually made.
339. was ask not to call anything a problem, call it an issue ?
340. It was said that it was here and we were just going to have to learn/change and adapt to the program. Instead of fixing the problem(s) associated with Edison, we would just have to learn how to do the program and/or change.
341. It is common knowledge that "speaking ill" about Edison, especially outside of immediate colleagues, could be detrimental to one's employment.
342. They will not let us use the system. Which is my mind is a waste of Tax payer money in many ways. It is also a waste of my time of continuing to do it the old way with added paper work because of the new system. When my time is wasted the tax payers time is wasted.
343. We were told that we had to be positive about the system. Negative comments are not acceptable. We had to be examples for other employees and an agent of change.

Employee Survey

- 344. Once implemented, it is hard to bring the mistake to the ones who implented it. I am not a fan of reminding superiors of thier mistakes.
- 345. The representative on the news story about the cost of Edison was pretty discouraging, stating the system was working fine and most people just don't like change, stating "you can't teach an old dog new tricks".
- 346. I'm a timekeeper and the way we have had to work the system is inefficient and unethical. First, Edison never runs like they say they are going to. Second, we have to do the same work multiple times to get the work done once.
- 347. We have to go thru an Administrator who is very busy and over whelmed
- 348. It is evident that some in state government are blaiming this 170 million dollar problem on the state employees. We have been described as not willing to change or just not wanting to comply with the new system This is more than an older employee and a new computer program. We were not trained properly when we go to training the facilitators can't answer the questions, work with a small few people and the over all calss learns not much os anything.The system while has good intent can not work if the owners of the product directly blames state employees for the problem. From what I know no one who developed this program ask or worked with the ones who will be left with this program after they collect their money and are gone. I understand several states abandoned this project and I see why. I have had one friend who got paid two checks and he offered to write the state a check back for the over payment. Edison took his money then he was told as far as FICA taxes he had to get that back from the US gov, that money had already been sent and it was his problem now.Now that was not me but there is many problems we in the field face by the edison people. It is always someone elses fault other than theirs.
- 349. Interviews on TV by Higher State Managers that would discourage you from commenting
- 350. As noted above twice, some woman called me and demaned a personal appology because I had problems with this thing.
- 351. Often hesitant to call for Regional help. Directions and instructions are often unclear.
- 352. I was chastised about a reply to co-worker who was "yelling" at everyone in emails; I received a letter and a 2 on an interim review for the incident. touched a nerve, I believe.
- 353. I have always been told, not to say anything if you dont have anything nice to say.
- 354. I have been told to not complain about Edison.
- 355. We are told to remain positive about Edison because it is here to stay. However if something is broken it should be reported and not ignored so it can be fixed or replaced.
- 356. Edison seems to deny problems themselves stating that employees that have issues are only fearful of change. I am not fearful of change and my problems are real
- 357. I sat there with my mouth open, aghast as the representative spoke to the news media and claimed we were having no problems and were just "Old Dogs" who couldn't learn new tricks. I have multiple college degrees, I think I can learn new tricks! It was beyond insulting and that tells me my concernes are not respected and indicates that I should stay

Employee Survey

- quiet! Clearly to voice a concern is only to complain and not be a team player. How rude and unfair . . .
358. SPND HR staff was not helpful at all in terms of helping me establish my account. In the Fall, my husband was hospitalized in ICU when I first got my password. I lost my password during my husband's illness. I asked for help in obtaining my password information. when I transferred to TPFW, I was given the information and help that I needed at TPFW. All is well now.
359. The time it takes to complete edison could be used on cases that need to be completed. time sheets should be enough. most of the time i have to redo as i have created an exception.i have no time to make corrections.
360. Email from the commissioner saying we should embrace the Edison System. Statements from the department head of F & A saying employees didn't want to take the time to learn the Edison System. I have spent lots of time learning the Edison System and hoped the change would be good.
361. Told not to discuss problems with Edison with any news organization which might be doing a n expose.
362. Instructed to be positive about the Edison system in general
363. Basicly advised "Be Glad you Have a Job"
364. They advised they were aware of the problems and there was no need to contact the help desk.
365. Supervisor stated "complaints" should not be discussed openly.
366. I feel the system was thrown upon up to embrace it wholeheartedly but there is no one who has a clear and present understanding of the system. you are told it is what it is and move on with it
367. was asked to accept it and move on
368. We were advised by Edison staff not to tell employees with problems that there were any system issues with Edison.
369. Told to accept things as they are, and deal with it.
370. The Edison support team is doing the best they can under the circumstances and don't need a lot of outside noise.
371. That its a work in progress and that it will get better
372. Supervisors have no ability to aid you with anything, therefore, if you go to anyone else besides them, it shows how inadequate and how incompetent they are with edison
373. In March, the office manager came back from a meeting and stated that they were told if someone had a complaint or issue with Edison, that they were to contact their (State) representative. In addition, the media has portrayed a negative picture on complaints that State employees have. The Tennessean in particular.
374. We have been asked to discuss issues with our supervisors, not so much with the trainers or HCM component.

Employee Survey

- 375. Told "It will be OK. Give it time."Don't bother HR - they can't help it !
- 376. There is no discussion because people won't even respond to your problems.
- 377. Told to just accept Edison and move ahead
- 378. Watching Lola Potter, a state PIO, say on TV that the problem was not with Edison, but rather with the employees understanding and abilities.
- 379. I work for TCRS and handle health insurance for retirees over 65 and answer questions regarding all types of retirement health insurance questions regardless of age and Flexible Benefits regarding active employees. There are issues regarding both accounts.Health insurance regarding retirees, health insurance is not updated correctly, cannot get a term date regarding active insurance to enroll retirement health insurance and system does not recognize some of the retirees situations. Nor does Edison recognize refunds to retirees or estate of deceased retirees.Flexible Benefits cannot be keyed timely due to having to key one line item at one time instead of ten and you re-key all employee information to key the second item. Issue on processing payments due to pay status and/or non-paying status.Edison is not "User Friendly". And no one considered all the issues this would present other agencies besides personnel.And I have been very discouraged about the Edison system. It has doubled my paperwork and it is suppose to be a paperless system...it will never happen.
- 380. We have been told to be positive about HCM and not discuss problems outside of our department because we are in Human Resources.
- 381. As with everything else, Tennessee relies on poor training of its employees.
- 382. Pretty much told that Edison is here to stay and we should get used to it.
- 383. Time, Attendance, Payroll and Personell issues were not addressed before Edison, and now Edison is used as an exuse for Payroll Problems.
- 384. This is what the governor wants and its here to stay.
- 385. They were blaming the situation on me telling me that it was all my fault for not understanding what I needed to do with the system and how to enter it. They made ME feel like I was at fault.
- 386. Yeah, right.. As if anyone would put down specifics...
- 387. keying time before the end of the work day due to the hours we work out in the field.
- 388. WHEN THERE IS A PROBLEM YOU CAN NEVER GET AN ANSWER WHEN YOU NEED AN ANSWER. YOU NEVER KNOW WHO TO CONTACT WHEN THERE IS A PROBLEM
- 389. We were told to be positive of Edison and not negative even if we had problems. That it was the best thing since sliced bread.
- 390. Told of employees being reprimanded for being negative about Edison
- 391. During the early phase of Edison, we were "highly" encouraged to have a positive attitude about Edison. So much so, that it was frowned upon to even suggest that Edison was not up to par with how a payroll system should function. Recently, the attitude

Employee Survey

- seems to be that we not criticize Edison at all, and that doing so could in some way put ones job in danger.
392. We were told to be positive and to give it a opportunity to work for our needs.
393. We are all having the same problems over and over again. The statement you used before us taking the survey is a bit threatening. The Edison emails are constantly interrupting our work. at least 2 or 3 a day. Some even saying to disregard the previous emails we read and were trying to understand.
394. Double wk paper & electronic, it should be one or the other but expected to do both now who has it benefitted?
395. i don't feel that i can answer this question
396. As a timekeeper I am not allowed to contact the staff that I was previously told by Nashville would be my contacts
397. was told by someone in TSEA that the problems in my office were "normal and expected"
398. The interview on the Channel 4 News. F&A blamed all of the problems on staff not adapting to change. I'm very computer savy, and have no problems with change. They feel there are no problems. So why bother to complain. If they are not honest who will care?
399. This system was started without any input from my unit (field personnel). It was discribed as "old dogs" not wanting to learn new tricks. That gives me the impression that I need to perform with it or else...
400. Every time you contact the HR about certain situations or the Training Person about Edison classes, we are told to take the training on line. How can you take the training on line if you don't know what to do with certain Edison training screens and do not have knowledge of how to go into the area of the edison for process?
401. have been told to get used to it, the issues are "known", but there is nothing going to be done about it. Do NOT say ANYTHING negative about Edison. The powers that be do NOT want to hear it. Employees can not understand time sheets & no one can explain them. Longevity pay & overtime is a lot LESS than in the past. VERY unsatisfactory
402. Advise to love Edison
403. Very discouraged. When you continually send problems up the "hill" and nothing is done, then you can't help but get discouraged.
404. No Comment
405. We are told to "love" Edison. Complaints or concerns are NOT resolved or taken seriously..our regional staff are not supported at Nashville level. Just told that is the way it is to be done..
406. It's new...just deal with it.
407. We were directly told by management to ask staff not to complain about Edison. That is was merely bugs that they were trying to work out.

Employee Survey

408. The said the Governor loved the program and it was here to stay and not say anything bad about it
409. supervisors don't want any complaints or problems to be discussed--since we're forced to use this system, it doesn't matter what we think and EDISON isn't going away--just live with it
410. Commissioner said he did not want to hear one negative word about Edison.
411. Nothing from my bosses. Just a general "...don't say that too loud" kind of attitude.
412. Many times when I spoke with a staff member, supervisor or manager about problems I was having with the system, it was blamed on user knowledge. Once it was established that the problems were system problems and not user problems, the issues were trivialized.
413. My own personal paycheck has not been incorrect to my knowledge at this point; however, I am responsible for keying time for 50 staff and they come to me with several issues involving their paychecks to include leave time not accruing correctly causing staff to be charged Leave Without Pay for an entire week because some of the staff's leave time disappearing from the system, longevity being paid twice to 18 staff where I work causing staff to have to repay the longevity amount back in increments causing staff to pay back more than they actually received, maximum annual leave balances rolling over into sick time not showing in system as to when this actually occurs (i.e. 3270 system was always the end of the month, Edison seems to process it according to the anniversary date). Leave accrual not processing until the very end of the month. My personal problems with Edison as far as being a timekeeper are as follows: Cutoff dates for the end of the pay period as to short to enter all time, leave requests, overtime requests, get approvals, then wait for the system to run the Time Administration, get the exceptions back and then work those and wait again for the time administration to run to update again, check again and do the same process sometimes up to 3 times. Edison system dumps leave requests, overtime requests on several occasions and they have to be keyed 3 & 4 times to clear the exceptions. Edison not processing or running Time Administration for several days at a time causing timekeepers, managers, personnel departments to work overtime to get payroll processed on time only to find out that Edison is down or hasn't updated anything or if it did in fact run the Time Administration now you have more exceptions to work and spend more time correcting them so staff get paid correctly. Spending too much time communicating with several other staff in Personnel department, supervisors, directors, etc., making several phone calls, sending e-mails and making changes to payroll issues. In April I had an issue with 2 staff members in regards to Leave without Pay due to the way Edison processes Annual, Sick & COMP leave. The issues were resolved for the 2 staff members but not until after one was charged Leave without pay for an entire week and the other staff member's time was corrected prior to her being charged Leave without Pay. When someone does not expect to lose an entire week's worth of pay that can be very detrimental and frustrating. I have documentation to show what transpired between the staff director, the timekeeper and the personnel department that we were told this staff member had enough time to cover her week time off when in fact she did not. We were never told that Edison calculated Annual, Sick and comp differently from the previous 3270 system and that if it

wasn't showing on the screen then it actually wasn't there. Also I have questioned why there are 2 dates on the Leave balance screen one at the top and one in the Boxes for each particular type of leave. I understand now that the date above the box shows the actual date and the date inside the box shows the current amount of leave you have. Previously we could pre-allocate leave time even though it wasn't showing in the 3270 system as accrued. Also the 3270 system would not let you make a mistake, it would flag the annual, comp or sick time immediately if entered incorrectly and you couldn't proceed with entering time until you corrected the mistake. With Edison, when the system runs the updates you don't know until a day or more later and at times the Edison system has crashed so badly that it was down for more than 5 days at a time; thus not allowing me to check everyone's time for accuracy, errors, etc. Holiday time in Edison " for the 04/10/09 holiday some of my staff had 7.5 in the gray box, some had nothing. I had to go through the entire group of 50 staff and remove the 7.5 hours from the gray box so that the holiday would pay out correctly. What a waste of my time, my first thought was how many state employees do we have that this had to be taken care of and did everyone's time get corrected or did some staff not get paid correctly due to Edison leaving the 7.5 hours in a gray holiday box. Entering time " sometimes I have up to 4 different windows open to enter time, one for leave request, one for overtime request, one for the timesheet, one to check the leave balances, it gets very confusing especially if I get interrupted during the process of entering time. Couldn't they have put tabs across the page to access each of these items per person. Order of names in each different area are not in the same order i.e. in the time sheets, leave request and overtime request it is in order alphabetically by first name (first rule of filing is last name, first name), the leave balance screen is in order by Employee ID which I do not have memorized for 50 staff. Why couldn't it have been the same as the timesheets for easier use? Approval of leave, overtime request screens " I'm not exactly sure what order they are in but they are in order according to the way it is entered into the system or even in order by the date at least. The 15th may be after the 19th and then comes the 16th, etc. Leave request and overtime request don't show up on the approval screen in the order they were entered or by at least by the date. Email correspondence not always received from the Edison gurus as to problems, issues or changes with the system not updating or running Time Administration. Printing issues " some of the screens I try to print only print the top header rows of Edison and when I get busy and just click the print icon and keep going I don't realize that what I requested actually didn't print so I waste even more time re-verifying what I didn't get and then have to print it again. Talk about a waste of time, paper and energy. There are several areas I have problems with so I just print one page at a time and check to see that I got it, can you imagine how time consuming this is. The reason I print everything is because I have had instancesTM where someone in personnel have changed something I keyed without my knowledge and when I verified the time again I had to make changes again, so I keep a copy of everything I enter in case something goes wrong with one of my staff's time, I have the proof of what I entered. As a timekeeper I do not have access to the Payable Time Detail to see the codes after the Time Administration (TA) has processes so that I can explain to staff what happened regarding overtime, premium overtime, unprocessed overtime etc., etc. As a timekeeper, I am not allowed to enter my own time into a System that was set up as an Employee Self Service system. I have to give my time card to someone else in another department so

they can enter my time; however I can enter my own leave and overtime request. Our directors in the 3 departments I am responsible for do not approve the time worked by their own staff, the personnel department where I work approves any and all time for the entire campus. My concern with this process is that personnel may not be aware of what is going on in our departments to make an informed, accurate decision to approve overtime, leave request, etc. Edison not processing for several days at a time, causing overtime work on weekends to key payroll, leave request, overtime requests and several times due to Edison system problems I have entered leave request, overtime requests and time sheets up to 3 times before the system finally processed everything and folks were paid (e-mailTMs received 03/11/09). Absence Management system having problems with longevity, leave balances, etc and not processing for several days at a time, which occurred on 03/12/09 per e-mail received. Staff where I work are not allowed to enter their own time, leave request, overtime request into Edison for the timekeeper or directors to approve. We have a lot of staff who are not computer literate but I thought the whole idea behind Edison was to have enter their own information, may their own changes and be responsible for all of their personnel data. So why did so much money get spent on a system that isn't being utilized the way it was intended. Names of staff in the wrong group for several months making it harder to enter time. Because staff was in the wrong group I would have to e-mail the personnel department to enter all of their leave, overtime, hours worked on the timesheet and couldn't verify for myself that it was correct. Our directors groups are still incorrect but since they aren't approving time anyway I guess it isn't of any concern to our Personnel department. Scheduled Maintenance during payroll cutoff times "causing us to guesstimate staff's hours and then go back into Edison to make any and all changes needed to correctly pay staff" this causes so much more work and I start to second guess myself on did I do everything I should of and is it correct? Comp time being flexed to sick time, in the previous 3270 system staff could make their own decision as to what type of leave they wanted to use when it came to sick or annual; if they chose annual but had comp time in the system and weren't maxed out on Annual leave then the system automatically gave you an error if you tried to key it as annual instead of comp but sick time was not changed to comp. Also 3270 gave you error if you entered something wrong immediately and it had to be corrected on the spot to continue with the payroll, which was a great feature in my opinion. Edison is very time consuming and has to be checked and re-checked each day for exceptions. In the 3270 I could enter 2 weeks worth of pay information in about an hour and half to include completing the timesheets for staff to sign and know that I entered everything correctly because it gave me the error immediately. With Edison that is not the case, I'm constantly checking, re-checking and verifying that everything is correct. Sick leave bank "does apply to me" on 09/10/08, I applied to become a member of the sick leave bank (SLB) during open enrollment, which of course happened right after Edison started. As of this date 05/05/09, the Edison system shows a "Y" for being a sick leave bank member; however, to date the 6 days worth of time or 45 hours have not been deducted from my sick time. If God forbid something were to happen to me or my family and I needed to use the SLB would I actually be allowed to since the hours have not been deducted yet? I call every month to check on this and am always told that when they get Edison fixed it will deduct my hours, this has been going on since September 2008, how long does it take to correct this problem? Screen

resolution set to 1024 x 768 â€“ I have a hard time seeing this size print and even with it set at this resolution you still cannot see everything you need on the screen in some areas. As a timekeeper, I see that the March & April calendars are on the T&L screen but I don't see May or June as it is now the 5th of May I need access to the Edison Calendars for Payroll cutoffs so I know when to get my time keeping completed in time. Work addresses being used to mail correspondence regarding insurance instead of the mail being sent to our homes per e-mails and phone conversations on 03/16/09. The Edison system was supposed to make things much easier and save time, money and paperwork for everyone but the processes our facility are using is making this job harder and harder by the day, I truly believe that it is not all Edison problems but our personnel department making it harder than it has to be. One of our Directors did not get access until April 2009 to the Manager Self Service areas, she had to rely on me as a time keeper or her secretary to check issues or view information for her staff to ensure accuracy whenever she had a question. On several occasions I have been told by the personnel department that they will just guesstimate the time and we will make corrections later so that the Time Administration can process. This is not by any means an accurate, efficient way to process anyone's payroll, again it causes more issues with making corrections and/or changes. I like to enter my time every Monday for the entire previous week of actual hours worked so that it is accurate. I also understand that when the end of a pay period falls in the middle of the week that I have to complete that on time and usually do so the next business day. When the end of a pay period falls on a Friday then I usually stay late to work overtime to key the time on Friday or I key everything in on Monday if the cutoff date in Edison allows for that. But I still do not and will not guesstimate staff's working hours, leave time etc. How can we justify assuming that someone will work a 7.5 hour shift on the 15th and key that into Edison only to have to possibly go back and make corrections if they left early or worked overtime? â€“ Keying time into Edison ahead of staff actually working the hours and then someone calls in sick or that they will be late due to traffic or other reasons â€“ again corrections needed if time is keyed ahead of time. Payroll cutoff dates Payroll cutoff dates fall on Sunday's and we don't work on the weekends. Pay Period 23 for instance the cutoff date was the 14th of December - my question is how can you have a cutoff date of the 14th when the actual pay period doesn't end until midnight on the 15th of December. Why don't we have payroll cutoff dates like we had with the 3270 system so we know when to have everything completed for the personnel department to do their final steps? Cutoff dates need to be 2 WORK days after the last day of the pay period or at least the next day. Timekeepers need to know the cutoff date for us to enter time as well as the cutoff date for personnel to have everything finalized so pay checks are cut timely. Staff who work overtime in the Residential Services department on the weekends, sometimes never know ahead of time if they will be needed, sometimes they get called in at night or over the weekend depending on staff callouts. State Waste of Funding - when the State is already in a budget crisis Training for all staff to enter time into an Employee Self Service system; yet we are not allowed to key anything into the system; we can only view our information and print our timesheets and pay stubs. The State of Tennessee wasted a lot of money to train each and every person on how to use this system for us to be told that we are not (as secretaries/previous time keepers) to key into the system and that someone who is not attached to our department can key our payroll in accurately and know all of the information we have

with discussions, e-mails, phone calls etc., with our staff each and every day in regards to flexing time, leave slips and overtime. We are unique in every aspect of the word with all the variations of time. Waste time sending an e-mail with the secretaries/previous timekeepers hours to the payroll department for them to key into the system which was designed as an Employee Self Service system and we could enter our own time. Entering our own time means that we are not exempt and that the approval must be accomplished by our supervisors/directors prior to the payroll processing. At times I do not even know for sure who to call or go through. I do not trust my own personnel department which is a terrible thing to say and feel but I have had wrong information from them at times and therefore do not feel comfortable going to them. I hesitate to pick up the phone and call someone outside of my facility as I don't want to cause problems for others but I wrestle with myself because I have a lot of integrity and responsibility to my staff to enter their payroll correctly and on time. I have a lot of frustration with how things are going with our facility as well as the Edison system. I always get the problems resolved but not always in the easiest manner. 211 process, warehouse ordering issues We have 211's Purchase Orders out for items such as briefs and as of this date 05/05/09 we are completely out - this is a safely and personal hygiene issue for our folks who reside here. Some 211 orders are taking up to 2 months to get delivered due to bills are not being paid on time with the Edison system. i.e. Foot Solutions has not been paid in over 2 months at the present time they are still offering to do business with us but need to be paid in a timely manner so that we do not loose them as a supplier of shoes for our individuals. I have purchase orders that have not been delivered since 03/30/09, 04/15/09, etc. which have not been delivered as of 05/05/09 due to Edison issues with ordering in the new system. I personally am not exactly aware of the issues but I do know that we need our supplies, with the previous system it only took an average of 20 days. Office supplies that were not available through our warehouse were ordered at one point through Corporate Express over the internet in the morning and they would deliver either that afternoon or the next day which was outstanding. Now it takes anywhere from 1 week to a month to get an ink pen or a ream of copy paper. Warehouse ordering Unit of Measures for the supply warehouse are listed as each (ea) for cases (cs) on certain items but not on other items, such as if I want a case of copy paper I have to order 40 reams (rm) of paper in order to get 4 cases (cases already come as 10 reams to a case). Pens or pencils have to order 144 each to get 4 boxes which come already as a box of 12 each, briefs have to order 1 ea to actually get 1 case which a case can contain anywhere from 76, 92 or 120. It is the most confusing way of ordering supplies as I never know if I order 1 each will I actually get 1 case containing anywhere from 76 or 120 or possible more or will I really only get 1 each. Also the item numbers and account number in Edison are very lengthy and have to be entered on every line of the order form. I personally see a lot of issues with Edison but I also believe that the system is not being utilized the way it was intended. I have been involved with payroll and warehouse ordering of supplies for approximately 35 plus years between my military career and my personal career and have seen and been involved in many changes in systems and software but this is the worse transition I believe I have ever seen. I believe it was intended as a good system but folks are not trusting it to do the job or utilizing it the way it was intended. I also feel that maybe it should have been tested on smaller more unique departments at a time then merged into the entire State department to see if it was going

Employee Survey

- to function properly. Since it was put out there Statewide some departments are not having problems whereas other departments are having nightmares trying to do their job with Edison and also keep up with their other responsibilities before Edison came along. At the facility where I work it has been a nightmare to say the least and is still causing problems each day. Thank you for allowing me to complete this survey I hope it helps us to resolve the issues in the near future.
414. To speak in a positive/optimistic manner when talking with other agencies. Also, don't specifically blame Edison when things don't work.
415. Everyone having problems!
416. We have been told that we are not to discuss any part of the system being a faulty system.
417. I was told not to be negative about Edison and it will take time to work out the problems.
418. We have been ordered not to comment in any way about the problems or face disciplinary actions including termination.
419. As stated above, was told that was the way it was and it would stand that way and there was nothing I could do about it.
420. "it's a learning curve and it will take time" was what we were told in conference call on new elimate of Edison for purchasing office supplies Still not on track yet.
421. We are stuck with it, all complaints are simply attributed to , "thats just the way it is"
422. Told there was nothing that could be done about it.
423. I think that most people connected with edison HCM DO NOT want to hear about anything thats wrong with their system or program.
424. Told not to discuss problems outside the office.
425. I grew up being schooled with teachers and textbooks. I have found that I cannot retain knowledge in a E-Learning setting. Attempts for training are dismissed and my job/Pay threatened.
426. Supervisor has cautioned against negative comments regarding Edison
427. I wasn't pressured or discouraged. I was told that I needed to be supportive of Edison.
428. The reply to the Tennessean (Nashville Newspaper) stating that the main problem with Edison is that employees don't want to change or don't like to work with technology makes me feel like any comments about the programming problems with Edison will receive the same comments. I know a little about computer programming. What I know is not in the league with Edison. But, I know enough to recognize a programming problem from a data entry problem. And, I know that the training on Edison that I received before Edison came out is not the same Edison program that I have been working with since Edison went live. And, I would greatly welcome the opportunity to discuss Edison with the person who made the comments to the Tennessean. And, I would insist that the reporter to whom the comments were made be present. I would also invite any and all media correspondants to also be present and ask questions which I would freely answer, even with the fear of losing my job in this economic environment.
429. If you cannot say anything positive about Edison, don't say anything.

Employee Survey

- 430. Told to figure it out!!!!!!!!!!
- 431. In recent media releases, the Edison response to verifiable complaints has been that State Workers are just not handling the change well. There is no acknowledgment of the extremely flawed program design, or the legitimate issues people have had with entering time and receiving compensation. If they are not willing to acknowledge the NUMEROUS and SIGNIFICANT mistakes and complaints so far, they are unlikely to be receptive to criticism.
- 432. Told by management level not to say anything but "give it a chance". They have also told me that they do not understand it and to "wait it out".
- 433. Fear of retaliation for expressing any negative reaction from upper management.
- 434. I am brushed off when I ask about my leave balances. It has never been resolved, so I keep up with my leave myself.
- 435. no commits
- 436. told that "people do not want to hear about the problems" "just deal with it" or resolve it yourself"
- 437. They just pass the buck, it is like chasing your own tail...you'll never catch it, so why bother.
- 438. We were told to only speak in a positive manner about situations that involve Edison.
- 439. As the prior [TITLE REDACTED] I continually addressed issues with the Edison Benefits team we were to work with and it only angered them. I was assured prior to go live that Edison staff would be there by our side to assist through implementation. We had two individuals show for assistance for which got angry when staff would approach them with questions. We were limited to emails only within a two week period. We were then limited to emails from BASC leads (3 individuals) only and then no emails at all! Everything had to be placed on an agenda effective 12/18/2008 which were still outstanding as of 4/13/2009. The Edison Benefit team did not want you to address any issues though they were legitimate and needed attention. A good place for you to obtain information may be with F&A employee [NAME REDACTED]'s area. They were consultants that did a study of the service center recently and it is my understanding the determination was made that 20% of the problems were procedural issues that they made recommendation's for change and 80% were system issues that needed attention? Unfortunately, on 4/13/2009 I came into work and was no longer in the service center not getting a copy of the outcome to share with you. We had our original training approximately 1 year in advance of go live because of the delays. We participated in parallel testing and user acceptance training only to be informed at go live what we did in training and testing would not be the way the processes would work in the live environment? The procedure's provided us did not work for the majority of cases? Staff were instructed numerous times of the incorrect process causing data to have to be re-entered because the system didn't work as Edison projected? Most training was done by trial and error amongst staff members and myself. Though I have always gotten paid I had staff that did not. After approving time for staff it was lost somewhere within Edison. This was also the case when enrolling employees in benefits, that information was lost as well? I had one employee that didn't get paid for the last of November and

wasn't paid until Jan. 15 of 2009. I had another staff that didn't receive her OT due to information being lost and the executive director wrote a personal check to her. When individuals do not receive paychecks they do not have benefits because there is no premiums collected. This creates a huge problem and massive amounts of phone calls. On the other hand there were those employee's enrolled in benefits that have had their entire paycheck taken? Is this legal? We received numerous calls from many individuals that would pay their insurance premium by personal check because they needed services prior to the next payroll running and pulling premiums only to have their accounts overdrafted because Edison would double deduct from their next payroll even though they had money sitting in ben billing and were paid current? This caused overdraft fees for many individuals that the state would not reimburse the employee for. The problem is there are two parts to the system. Payroll -vs- ben billing. They do not recognize payments credit in one another? Individual on LOA that returned to work were continually deleted from the weekly 834 files sent to the vendors causing them to be denied medical services needed. (Keep in mind that if you fuss long enough and take enough emails and printouts Edison will create a new query to add to the current 200+ they have so that someone can manually fix the system issue) Also please keep in mind the state is only a small portion of individuals impacted by the new Edison system. You need to contact UT, MTSU and other Tennessee Board of Regent school systems. Local Education systems such as Knox County Schools and Jackson Madison County school. And numerous Local Government agencies that have not been able to reconcile their ACH drafts since Edison go live. Not only have employee accounts been overdrafted but agency accounts as well. On a prior conference call with an agency that tried to reject their ACH because they knew it was incorrect the Edison benefits lead at the time advised the agency that they could reject the ACH if they wish to do so but their employees would not have benefits coverage? (What a position to put an agency in) Poor retirees call monthly concerned that they have no coverage due to the ACH drafts normally pulling from their bank accounts on the 15th of every month. Edison has a calendar they provide but it never is reality. When they can not reconcile (most of the time) they just push dates back further and further getting these poor old people all upset and concerned about losing their insurance coverage because they did not have a premium pulled. Someone needs to look at the retro process and the fact that duplicate refunds are being sent to members. The current action being taken is hurry and get this done, not apply your time wisely and do your work accurately. I began asking about a retro process in September following go live as retro's are approximately 1/3 of the work in BASC. Edison was not concerned at all and continued to put the process off. There were and may still be employees as well as retirees that were entitled to refunds and yet there was no process in place. When a process was put into place it was mid to late December and there were many thousands of retro's that had taken place within the new system that Edison just deleted from the system and placed in a spreadsheet to be researched? At this point training began? Somewhat? The process is poor and needs an overhaul based on my past years experience. Though staff classifications in BA are to receive comp. time only OT became a major need immediately following Edison go live. There has been a continued need of the OT that has been paid OT not accrual of comp time. I wonder how many numerous hours of OT it has taken agencies to try to work within this new system? That is paid OT? The Plan document for all three state, Local Ed. and Local Government plans state that when an

individual is deferred two months premiums, coverage will be terminated for non payment and the member will not be eligible to re-enroll on the plan without going through Medical underwriting or having a special qualifying event. Edison is not able to provide a listing of those individuals past due two months because ben billing open credits and payroll do not recognize payments posted within each other. Edison says the TN_BA15A and TN_BA15B queries provide this information but they do not! There have been individuals on the plan 5 + months behind in premiums that were not termed. They may or may not have been in a deferred status and not able to obtain service but the state was still paying administrative fees to the vendors. There was no consistency in those that appeared deferred on the 834 in order for the vendor not to pay claims and those that didn't get deferred? No med supp members were deferred when not paying so they were able to obtain service though they had outstanding premiums due. Per recent calls and emails I still receive from time to time it appears that a letter was sent out to many individuals enrolled in ben billing on ACH that owed back premiums advising that Edison would draft the entire balance from their bank account unless they called into BA by the following Saturday to term their coverage? Apparently that letter must have gone to some incorrect individuals and those that had never received a billing previously based on some of the emails I received as follow up and had to forward to the service center? A major problem with the Edison system is that it can not manage two events in the same month? If two different events are entered in the same month one will be lost. I believe that with acceptance and honesty of the true issues and many enhancements the system could be made to work. Many of the queries could be deleted if the system had enhancements and would automatically handle all the manual process the poor planning and unprepared implementation has caused. You can rest assured if the ancient system we had could automate processes this system should definitely be able to do the same. As long as upper mgnt remains in denial and covers up the true issues the system will never get better in my opinion.

- 440. The time entered would not be visible.
- 441. when requesting assistance from edison, the response is "it out there, go get it, you need more training"
- 442. memos requiring support
- 443. Edison will lose our information and will show that we are not employees and then we will be told at the beginning that "we might not get paid; to check our banks before assuming we got a paycheck." With the old payroll system we knew we would be paid on certain dates and always knew the amounts. Each time our pay now varies and it is not dependable. We have to turn in time before it is worked and then do an exception if we are out sick or have an unexpected event which occurs in that same work week. Before we worked that week and then turned in time.
- 444. about half of my check was "missing" and when I called the toll free #, the person who helped me kept insisting that "Edison can't make mistakes" and she didn't know how I would get the rest of my check -- that was all the "help" offered.
- 445. hard to under pay check an time off

Employee Survey

- 446. I was told what good will it do..It won't be changed. It is a difficult system. Not straight forward...It failed in Florida why did Tennessee think it would work?
- 447. When I have tried to voice my concerns I have been told that my superiors didn't want to hear it. Dave Goetz appears to be in denial about the systems problems and has said the negative talk was due to employees being under pressure from the recession.
- 448. The implied comments from supervisors/managers that we'll just all have to get used to it. Basically it sounds like shut up and deal with it, we don't want to hear about it.
- 449. any problems brought up the response is usually dismissive and/or I just need to keep trying and hope that it works. The employees who are contacts for handling our problems usually do not know the answer because they are computer based.
- 450. were told not to be negative
- 451. Prior to Edison, we submitted a paper copy of hours every two weeks. If we worked 40 hours, the timesheet was submitted blank. Since the implementation of Edison, we have to submit a paper copy every week, as well as entering our time into Edison. Entering travel expenses or placing purchase orders, that used to take 15 minutes, now takes up to 1.5 - 2 hours.
- 452. We were told to put on a happy face and deal with it and told this came from downtown. I am not a old dog and love learning new things, so this was not my issue with it.
- 453. Executive management is clearly aligned with the administration and does not encourage us to speak anything but positively about the system.
- 454. just live with it. Supervisors are panicked about it all the TIME.
- 455. There is a general atmosphere that you don't discuss problems in our department.
- 456. I was just making some general comments on problems with Edison and was told that this is what the state was using and I would just have to find a way to make it work.
- 457. I feel that in a lot of areas the training has been insufficient and not done in a timely matter. Also when trying to contact someone we are often routed to several people working in the same area and answers have been inconsistent between support staff.
- 458. Told to act like "Edison is great"
- 459. sometimes it want work or enter time
- 460. Not specifically told not to discuss Edison but in general were told some time ago not to criticize anything about this administration or department.
- 461. as last resort
- 462. It seems typical... no matter what there will be no resolution.
- 463. The State has put the employees on the back burner. Putting Millions in Edison when people are suffering is not a good thing. I did not agree last year and don't agree now. It's absolutely ridiculous of what they have put into this system knowing that man is trying to figure out how they are going to make it from pay check to pay check. Employee's really do not care at this point about edison, what they do care about is are they going to reach their financial obligations! THINK ABOUT IT.

Employee Survey

- 464. Our Communications Director told us not to discuss Edison in the proximity of the press when they were in the building one day.
- 465. Edison always blames problems on human error and never resolves the problem.
- 466. It is here to stay so you might as well get used to it. The state has spent too much money to scrap it or go in a different direction.
- 467. WAS TOLD JUST TO DEAL WITH THIS PROGRAM.
- 468. When I complained to Edison [PERSONALLY IDENTIFYING INFORMATION REDACTED] Supervisors/Managers of ER Team, and to Edison Director/Deputy Dir., they all retaliated, and alleged that my job performance was inadequate and tried to place me on probation, to ultimately have me terminated. Edison ER Management Team refused to listen to end users' about system flaws. It's as if they wanted to sweep the problems under the rug as to no cause embarrassment, rather than acknowledge the problems existed, and correct them.
- 469. Comments have been made by upper management that line employees' don't want to "change", "learn", or "get involved".
- 470. Was told not to negatively talk about problems with Edison. It is our system and we are stuck with it.
- 471. Supervisors are always telling us not to complain. Example: "Don't complain about what we should have purchased(when we got Edison) but deal with what we have ended up with". This was sent out to employees just before a Edison meeting.
- 472. Just told by management not to blame Edison.
- 473. I was born in the dark but not last night
- 474. NO COMMENT
- 475. told it was a "favored program" not to complain too loudly
- 476. Through this survey I am asked only to relate my experience with Edison not the personal experiences I know of with other employees in this system.
- 477. We never have time to do Edison, due to work schedules. I would like to talk to a person about my pay check than a computer. I do not mind clocking in, on a computer and someone who is trained and works in payroll be responsible for my time.
- 478. I was told that the Commissioner's offices (TDOT and F&A) have the mindset that "this is a go" whether we as employees agree or not"... and "don't make waves".
- 479. We have been instructed to act as CHEERLEADERS and tell our employees that it is working and will be the greatest after a few small imperfections are worked out.
- 480. Told not to say anything negative about Edison by the top folks in the agency.
- 481. Can not talk freely with peers in other agencies about problems encountered with Edison.
- 482. Supervisor gets upset if you make a mistake. That is discouraging. I.E.: I forgot to put in TNCOMP one week when accruing comp time. Supervisor was not happy. I felt stupid for forgetting.

Employee Survey

- 483. learn it and like it, it's here to stay
- 484. I was told in a training class that we were supposed to support or buy in to upper management decision
- 485. although all the employees working in my dept are quite capable of entering their own time our supervisor has requested that we not do so. noone is aware of any errors made by any employees. seems to be a control issue possibly.
- 486. I would not disclose any complaints for fear of retrbution
- 487. These are quotes from management.1. We are not to be negative about Edison. We are either on board or out the door. 2. Edison has big problems and they will not deal with small ones, which includes fixing accounting information so people get paid from correct federal grants. We are to keep Excel worksheets, system reports as we used to pull from INFOPAC are not available to those who need to document grant expenditures. 3. H. R. people are in charge of the accounting. (Now, does this make sense?) My Comment: STARS Accounting could be changed by financial people as new contracts for grants were issued - this was a very clean and accurate documentation of expenditures and revenue. Now, to document with Excel worksheets makes no sense.
- 488. We where told not to say anything bad about Edison
- 489. Some of my employees receive tips. ON multiple occasions there were payroll errors and checks were not paid to my employees or amounts were incorrect. I was told that it is an absolute-there can be no flexibility-Edison will not issue an off cycle check in spite of it actually being an Edison error-not ours-we must do what Edison says-as if we work for them and the system is not designed to assist us.
- 490. Just not politically correct. A payroll issue of longevity pay being included in regular and then way more taxes being taken out was initially blamed on Edison but the reality of it was that no one had the nerve to tell the employee what was being done until we started calling Edison help line.
- 491. I plea the fifth
- 492. Have been told just to be thankful we have a job - this is how it's going to be!!!
- 493. no comment
- 494. I had an issue with Edison which involved my longevity taken out twice less than 3 months from my previous date,which I feel was due to computer and human error. There was not a option to pay it back imediately but the choice was made from the Human Resource to be taken out of you paycheck 10% or the full amount. I offer to give back the full amount A.S.A.P. but was told that it would mess up the budgetary records.
- 495. We have been directed to be positive about Edison and I appreciate the opportunity to be honest instead.
- 496. When ever a problem is mentioned, we are told that "work arounds" have to made for our department due to the shift work done in the department. We are told "they" are aware of the issues. If the Edison folks are aware of the issues, I feel they should let us users know what is being done to correct the issues or how to fix them ourselves if it is a user issue. I

Employee Survey

- have seen no success in fixing any of the problems we have and have not been told if it is a user problem. We don't know what to do.
497. when problems are brought up, they are not addressed by those in charge
498. Was told by other staff member that the system was working fine. Despite the problems that I had experienced.
499. I work in a department that has contact with other departments and as employees we were asked not to discuss Edison negatively. Much of the time it is brought up by the other person.
500. There is general position by executive branch that Edison problems are not legitimate system issues and they do not want any discussion of the inability to resolve system issues. Also, there has been an effort to minimize the staff criticism that relate to the amount of effort and time it takes to correct or resolve timekeeping problems.
501. Co-workers are still working on problems from the fall---Does it really matter? I have co-workers who are having to pay their insurance monthly because Edison all of sudden stopped. I should not have to spend at least an hour per pay period to submit my time. This takes me away from my job performance.
502. will be fired/ prefer not to discuss
503. I have been encouraged to keep it positive and to not air my negatives.
504. We've complained to human resources regarding time approval and are repeatedly told that Edison is a good system in the long run.
505. Speaking frankly about product is considered negative by offices in Nashville
506. I feel, while we did receive brief training on the components of & how to use Edison. I don't think it was as comprehensive & detailed as I would've liked. I feel discouraged when I want to go look for something and have to spend several minutes searching for it.
507. Goetz jumped [NAME REDACTED] and me.
508. We were told we should not say bad things about Edison.
509. I have been told there are no problems with Edison with a tone that tells me I should agree that there are no problems
510. was told that I would have to live with it that the state had spent too much money on the program to scrap it
511. I am management therefore advised to paint the system rosy and working correctly. However I am the payroll and time and labor officer for the department so I see all to many of the glitches as Edison calls them that hurt my employees. Would be more than will to share these issues with you.
512. It seems that Edison's management doesn't want to acknowledge the seriousness of the problems. Noe have they provided adequate training to successfully handle the new program. Its as if employees were supposed to know how to perform all of the associated tasks even though the computer-based training covered only general topics.

Employee Survey

- 513. i wish not to discuss the situation because you would know what department that i work in.
- 514. Discouraged - Statements made for publication make all problems appear to be entry personnel errors
- 515. I have been told to NOT discuss any matters in reference to Edison to anyone, other than questions you might have.
- 516. I work with the HCM component as a daily work function. We were told not to discuss with other people that we were having problems with Edison.
- 517. I feel that we need to be upbeat about the new system but our office has continued to have serious problems.. What used to take 3 minutes to do now takes hours every week , I feel like I cannot even be off without extensive planning. Right now, I am trying to figure out how to have training that will last over 7.5 hours and be on vacation the next week and get it entered into Edison.
- 518. its pass the buck. no one addresses the issues. Plural.
- 519. We were instructed to present a positive image to other Edison customers where Edison was concerned. We were free to speak with our team, but not outside the team.
- 520. Staff members have been sent repeated messages to enter time even if it is wrong to meet Edison deadlines, when problems are brought up the response is "we bought a software package and we are not going to spend \$'s to modify it so it works better", this system while in a more advanced software package is much more difficult to use than the previous system so when one asks questions the responses received are that people do not like change or that people have not spent enough time "training".
- 521. I am reminded constantly that "There is nothing we can do about it"
- 522. BEEN TOLD NOT TO SAY ANYTHING ABOUT CHECK BEING LESS WITH EDISON
- 523. The standard "sarcastic" line is "We Love Edison"
- 524. I wish to not comment on the situation.
- 525. DISCOURAGED BECAUSE IT IS A WASTE OF MY TIME, I DOUBT ANYTHING WILL CHANGE. MANAGEMENT GIVES LIP SERVICE TO THE NOTION THAT THEY WANT OUR INPUT, AND MAKING A RESPONSE TO THIS QUESTION MANDATORY IS DISCOURAGING TO ME BECAUSE I JUST WANT YOU TO HAVE PEOPLE WHO KNOW HOW TO DO PAY ROLL DO IT AND LET US DO THE JOB WE ARE SUPPOSED TO DO. DISCUSSION SHOULD OCCUR IN PERSON, NOT WITH A COMPUTER.
- 526. The standard response has been to deal with it. Edison is here and it is what is, to use it and like it. Complaints and issues when presented are for the most part not responded to.
- 527. hr stated that she is a friend of the supers
- 528. negative comment from supervisor about articles in paper

Employee Survey

- 529. Any verbal complaints associated with edison have been ignored. Someone knows it is a stinker but does not want to admit that State gov. was drawn in by this broadly designed program.
- 530. Just told we are going to make it work, so get on with it.
- 531. We were told not to discuss anything "bad" with the system and not to discuss it on the vans to and from the parking lot.
- 532. Rather not
- 533. When I contacted the helpdesk they didn't seem to have an answer or know who could help me.
- 534. we are told not to discuss any Edison issues with anyone other than our direct supervisors
- 535. it appears to be a sore subject. no one wants to discuss it.
- 536. Request to only deal with the situation at local level
- 537. We were told we had to have a good attitude and make sure to tell other co-workers it was a good thing and would be better for everyone in the long run. This seemed to be a forced you're gonna like itwhich seemed strange.
- 538. I have, for many years, been doing complex calculations with Payroll/HR and Accounting data that draws in federal funds to the department. All I have heard for the last few years is that "Edison is Coming so get ready" and every time I tried to get ready, it seemed as though someone did not want me to have access to data that I needed. That is discouraging and caused me a great deal of pressure. I was included in very little training of how the system was going to work and everytime I tried to ask someone about how this was all going to work, I was brushed off or told that I did not need know or have it and was not going to get it. I have now finally gotten access to some of the Edison data that I need but here it is 5 minutes until "lift off" and I am under a great deal of pressure to do something that I could have already had done a long time ago if I had had the training and access to the information I needed to do it. In addition, I keep running into problems with the way the data crosswalks to the accounting system and vendor information.
- 539. When I brought up problems I was told that "that's the way it will be"
- 540. By email from another department.
- 541. Basically, one is told that Edison is here to stay and just not to bother saying anything.
- 542. Response to problems are always the same. "Just deal with it"
- 543. can't, told not to...
- 544. response is pretty much, it's here to stay, just deal with it.
- 545. We are strongly encouraged to say We love Edison
- 546. I brought up in a staff meeting that I thought that it was stupid that we had to do an estimated time sheet and then a corrected time sheet each week and that we had to do split time sheets when the pay period ended in the middle of the week and I was told that it was not to be taken any further than the meeting because we would all get in trouble. I

Employee Survey

- feel like edison has made timekeeping far more tedious than it used to be and I am very dissatisfied with this system.
547. its just obvious no one wants to hear about the problems...the people you tell, your own superiors also have problems and I feel it just goes no further
548. I think F&A employees have been "encouraged" to be positive about Edison, but not in an overt way
549. Ask a question and all you get are that's the way it is. No one knows what they are doing.
550. WAS TOLD BY HR AND UPPER MANAGMENT THAT IT WAS OURS AND WE WOULD MAKE IT WORK. BUT I COULD SEE IT WAS FORCED ON THEM.
551. Told to be patient and work with the system, things should improve. Was told Edison was a great system. Not sure if the person was jesting or serious.
552. Just constantly told it's not as bad as the media makes it. But we all know better.
553. complained to managers who say that the system is good. They defend the system.
554. Encouraged to present Edison in a positive light
555. we have been advised by management not to make any negative statements regarding the system
556. was told not to call
557. I'd rather not comment.
558. A propaganda campain was launched befor the system was ever rolled out that "EDISON IS YOUR FRIEND" ANY NEGITIVE was delt with as a sign of not being a team player and being uncooperative.
559. Our Central Office automatically blames field staff if problems occur and do not want to acknowledge that there are actual problems. Their attitude is usually very condescending and blaming.to
560. Yes, our Deputy Commissioner has let it be known that we'd better not be caught saying anything negative about Edison. She wants us all be positive and "smiley" about it.
561. I have been called a "whinner" for asking for too much help. If you complain you are accused of not being a team player. There are Policies in place which will get me fired for speaking with the media without approval, TDOT Policy160-01. That's a "gag order".
562. I've been told that we have Edison and because we spent a lot of money there won't be anything done differently. Because we won't have anything fixed, then keep quiet about it. It appears to be the job of management to defend Edison even when there is great dislike.
563. I have been told that we should not complain about the system, that it is what we have and if we want to get paid we must use it
564. I saw on television where they had interviews of people complaining about edison and saw where the higher up people flat out lied about how great edison was and how there were no problems with it. there are several major issues that need to be resolved in this system.

Employee Survey

- 565. We've just been told this is the way it is and whatever the problems are we can't change it. Few will even try to answer performance evaluations questions and of those who do everyone so far that's try to help me learn does something differently than the last one.
- 566. It was said that it is too big and expensive to fail.
- 567. Have been told not to complain about having to enter time worked prior to working time.
- 568. just told not to complain about issues with Edison
- 569. We have been told not to criticize Edison.
- 570. No matter what problems there are we were instructed to tell everyone "it will be fine" even though our unit as a whole feels the old system had all info. at hand at a moment's notice. In Edison, you have to search constantly going back and forth to find answers.
- 571. Told to be supportive of Edison.
- 572. I have heard through management rumors that discussing Edison problems was discouraged.
- 573. The leadership of my office is secretive and dictatorial and wrongly treats ANY questions about office or Department processes as evidence of "rocking the boat." Therefore one does not feel free to pose questions about Edison pay/leave discrepancies, and so I have felt basically helpless in trying to recapture the full day of annual leave that has disappeared as a result of Edison computer/human error. One underlying problem is how long (usually more than one month) it takes for annual or sick leave to be posted to Edison. It takes a similarly long time for FLEX reimbursement requests to be keyed in and paid, which is about to cause me to pay certain medical expenses out of pocket and thereby adversely affect my family's cash flow.
- 574. Statements about not complaining.
- 575. told not to discuss about Edison to anyone by my dept head.
- 576. The issues I have already been requested to be fixed by Edison by our Agency administrators and they have been told Edison will not be fixing them. Main problems are difficulties in approving timesheets.
- 577. I have been told not to email issues amount time and reporting problems to central office.
- 578. Told by management not to "dog" Edison system to customers
- 579. Just do it or face the consequences of management or don't get paid
- 580. when asking about a problem such as time rolling over or overtime I am told they are working on it. And that it has to work because we own the program.
- 581. Access to people to help me get on the system from Nashville have been discontinued. I have been instructed to run down local people here to resolve issues before contacting Nashville. The people here have NEVER been able to help me and there is not enough time in my work day to run them down & leave messages and wait for them to return my calls. I do not understand why we are no longer able to contact Nashville directly especially since I have two days off during the week I could deal with these issues on my own time instead of the state's. I do not have time to deal with them at work. Training

Employee Survey

- was poor. My number did not follow the pattern Nashville said it would. I can't make local trainers understand that!
582. Basically not to complain to legislators. Everyone complains to each other, but feel that top management really does not want to hear it either, even though they are aware of the problems.
583. Our time keeping says our problems needed to be handled elsewhere. But do not tell us where elsewhere is. They seem to be very inconvenienced when we call with questions. We are told to deal with it since it is here to stay...
584. Told to be possitive and never discuss problems with other emp.
585. Have been instructed to remain and project a positive attitude. I am positive that eventually the system will be beneficial to the state. However there are major problems with benefits. It has increased the HR workload with no additional help; therefore some tasks have to be put aside. The are things I do not like and like about the HR side.
586. I have been told not to say anything bad because I think I was griping too much.
587. we cannot discuse problems with outside people.
588. Not personal details but with system interfaces involving inputs and outputs from existing system
589. Longevity should be a separate check
590. We have been asked not to pass our frustrations on with the people we deal with on a daily basis.
591. My issues are with leave requests. We were informed that everything must be requested in advance, which just can't happen every time. There are also times that we may request leave, but may return to the office sooner than expected (ex. Doctor's appt) and were told that it didn't matter. We requested taht specific amount of time and they couldn't go back in the system and change it.
592. Told to be patient it is new and it will get better. Have been told "I don't know what to tell you just be patient it is new"
593. Have been told of "attitude adjustments" based on Edison complaints. Everyone in authority has been told that "they like Edison".
594. Not discourageddirectly but in an indirectly manner that it is a new software which I understand. I think over time just as all new systems it shall work. I don't complain just find a way to work around it but really wouldn't complain since I am not aware of all the people who I assumes are working on this software.
595. We were told not to say anything bad about Edison. We had to be cheerleaders.
596. Our supervisors tell us that we cannot contact anyone but them for help. We are constantly threatened with discipline if we violate the instruction because we are costing the department money. (I know this goes against the instructions, but I know of one case where a supervisor actually reprimanded an employee because he/she violated the instruction.) How are we supposed to get help when it is so clear that our supervisors do

Employee Survey

- not understand the system but they refuse to allow us to contact those individuals who would know the answer to our questions?
597. I was told there is nothing that can be done, so I should not complain.
598. system slow timing out
599. "that ship has sailed, deal with it" came from an Asst. Commissioner "don't talk about it, make it work"
600. We were told to be upbeat about the system and not to tell any problems to anyone
601. advised to be positive; to be sure not to speak anything negative about the system
602. Told that's the way it is accept it or deal with it. Just figure it out the best you can. Overtime is not able to be read or figured where the common person can figure it out.
603. We have never been afforded the opportunity to discuss this with anyone. Our Power User has done all she can but there has been no discussion.
604. I would not use the word "pressure" but there's a lot of "discouragement" via the attitude that buying/implementing this system for better or worse is already a "done deal" so it doesn't matter if there are problems - we're stuck with it so what's the use in bringing up things that can't be changed or fixed.
605. management seems aware of many of the problems but seems to believe like it or not, we are using Edison.
606. We have monthly departmental meetings where any problems of this sort are to be discussed, but comments I made at this meeting - my co worker whose job it was to train all of us on Edison criticised me for making any negative comments - my comments were valid
607. In Meetings and trainings I have attended we have been discouraged to mention the "E" word as so many people do not like the system, it gets to be a gripe session. I don't blame them but it seems to always be prevalent when discussions about the job occur.
608. I've been told things would get better, don't worry about it.
609. I'm very discouraged, when I seek help most don't know how to fix the problem they say it's just a glitch, I think the old system was much better and less a burden on the employee and the taxpayer.
610. told not to talk about it.
611. We've been told from the start that we are not to discuss the difficulties with Edison with our employees or they would not be accepting of the system.
612. Been told to put on a cheerleader face to the public, even though we know it's a fouled up system.
613. should be easier pass codes to get in.
614. Environment is not conducive to negative comments regarding Edison. The people interviewed on TV as much as said that the people who had complaints were backward or didn't know what they were talking about!

Employee Survey

- 615. Informed that I might aswell get use to changes.
- 616. Advised to "be positive"
- 617. No one wants to say anything that would disagree with the general services payroll system for fear that they will noot be paid.
- 618. Basically the give Edison a chance to work message, which I think is reasonable.
- 619. In a meeting where we were given the chance to ask questions, we were really discouraged from bringing up any problems with the Edison People and our support personnel.
- 620. Meetings to be positive about change regardless of problems.
- 621. IF THERE IS A PROBLEM WE ARE TOLD NOT CONTACT EDISON
- 622. We have been informed to complete data capture in the Edison system with basically a computer based traing to guide us. Discussing or venting our problem is brushed aside as the apparent key goal is to just enter the information whenever we are told to do so.
- 623. I generally feel that Edison personel are not at all helpful and try to intimidate.